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FM COMNAVSUPSYSCOM MECHANICSBURG PA//00E1//

TO UNSECNV WASHINGTON DC//USN//
CNO WASHINGTON DC//N41/N413//
CMC WASHINGTON DC//CMC//
COMLANTFLT NORFOLK VA//N8/N02S5//
COMPACFLT PEARL HARBOR HI//N1/N11//
COMUSNAVEUR LONDON UK//JJJ//
COMSC WASHINGTON DC//JJJ//
COMNAVSPECWARCOM CORONADO CA//JJJ//
COMNAVAIRSYSCOM PATUXENT RIVER MD//JJJ//
COMSPAWARSYSCOM SAN DIEGO CA//JJJ//
COMNAVFACENGCOM WASHINGTON DC//JJJ//
COMNAVSUPSYSCOM MECHANICSBURG PA//JJJ//
DIRSSP WASHINGTON DC//JJJ//
BUMED WASHINGTON DC//JJJ//
COMNAVPERSCOM MILLINGTON TN//JJJ//
CNET PENSACOLA FL//JJJ//
COMNAVRESFOR NEW ORLEANS LA//N4/N41//
COMNAVMETOCOM STENNIS SPACE CENTER MS//JJJ//
COMNAVSECGRU FT GEORGE G MEADE MD//JJJ//
ONI WASHINGTON DC//JJJ//
COMNAVNETSPAOPSCOM DAHLGREN VA//JJJ//
NAVSYSGMTACT WASHINGTON DC//JJJ//
ASSTSECNAV FM WASHINGTON DC//FMO//
DFAS NORFOLK VA
CNR ARLINGTON VA//JJJ//
FLDSUPPACT WASHINGTON DC//JJJ//

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UNCLAS //N05200//

MSGID/GENADMIN/DON EBUSINESS OPERATIONS OFFC//

SUBJ/NAVY GOVERNMENT TRAVEL CHARGE CARD (GTCC) PROGRAM UPDATE
/NUMBER 01-FY03: USE OF MISSION CRITICAL STATUS//

REF/A/FMR VOL 9, CH 3/DOD/YMD:20000901//

AMPN/REF A IS THE DOD POLICY REGULATION GOVERNING THE GTCC//
POC/KEILHOLTZ, J E/GS-13/CALLSIGN:EBUSOPSOFF CARD MGMT GROUP (00E1Q)
/LOC:MECHANICSBURG PA
/EMAIL:JEAN_E_KEILHOLTZ@FMSO.NAVY.MIL, 717-605-9368, DSN 430//

RMKS/1. THE PURPOSE OF THIS GTCC PROGRAM UPDATE MESSAGE IS TO
REITERATE THE DON GUIDELINES AND PROCEDURES FOR THE USE OF MISSION
CRITICAL STATUS WITH THE TRAVEL CARD CONTRACTOR (BANK OF AMERICA)
FOR INDIVIDUALLY BILLED ACCOUNTS (IBA).

2. REF A, PARA 030901(A) DEFINES MISSION CRITICAL TRAVEL AS TRAVEL
PERFORMED BY GOVERNMENT PERSONNEL UNDER COMPETENT ORDERS WHO
EXPERIENCE MISSION RELATED CIRCUMSTANCES THAT PRECLUDE THE FILING OF
INTERIM VOUCHERS, AND PERFORM DUTIES THAT, THROUGH NO FAULT OF THEIR
OWN, PROHIBIT THE PROMPT PAYMENT OF THEIR OUTSTANDING TRAVEL CARD
BALANCE. TRAVELERS SHALL BE PLACED IN THIS CATEGORY ONLY IF THEY
ARE EXPECTED TO BE UNABLE TO FILE TRAVEL CLAIMS THROUGH ANY MEANS,
INCLUDING ELECTRONICALLY OR THROUGH FACSIMILE, AND ARE UNABLE TO
PROVIDE TIMELY TRAVEL CARD PAYMENTS THROUGH SPLIT DISBURSEMENT OR
OTHER CUSTOMARY ARRANGEMENTS. WHILE IN THIS CATEGORY, INDIVIDUAL

TRAVEL CHARGE CARD ACCOUNTS SHALL NOT BE SUSPENDED OR CANCELLED BY THE CARD CONTRACTOR.

3. TRAVEL ORDERS OR AMENDED ORDERS MUST STATE MISSION CRITICAL STATUS AND THE TIME PERIOD FOR WHICH THIS CATEGORY APPLIES. ONLY AN APC OR THE COMPONENT PROGRAM MANAGER (CPM) MAY DESIGNATE INDIVIDUALS AS BEING IN MISSION CRITICAL STATUS FOR THE GTCC, AND ONLY WITH THE PRIOR APPROVAL OF THE TRAVELER'S SUPERVISOR. MISSION CRITICAL STATUS IS ONLY VALID FOR THE FOLLOWING REASONS:

A. THE CARDHOLDER WILL BE ENGAGED IN ACTIVITY IN A REMOTE LOCATION THAT WOULD PRECLUDE THE FILING OF INTERIM VOUCHERS.

B. THE CARDHOLDER IS IN AN AREA WHERE A PAY ACTIVITY IS NOT AVAILABLE FOR FILING OF INTERIM VOUCHERS AND MAILING AN INTERIM VOUCHER IS UNFEASIBLE DUE TO OPERATIONAL LIMITATIONS.

C. THE CARDHOLDER IS UNABLE TO FILE A VOUCHER DUE TO THE NATURE OF THE MISSION; I.E. THE MISSION PRECLUDES HIM/HER FROM BEING IDENTIFIED AS A GOVERNMENT EMPLOYEE.

4. MISSION CRITICAL STATUS MUST BE REQUESTED BY THE APC OR CPM BEFORE THE ACCOUNT REACHES 60 DAYS PAST DUE AND SHOULD BE REQUESTED BEFORE THEN, INCLUDING CURRENT ACCOUNTS. A START AND END DATE, INCLUDING THE 45-DAY ADMINISTRATIVE PERIOD, SHALL BE PROVIDED TO THE CARD CONTRACTOR. THIS TIME PERIOD CANNOT EXCEED 180 DAYS TOTAL. BY THE END OF THE MISSION CRITICAL PERIOD, THE ACCOUNT BALANCE MUST BE SETTLED, OR THE ACCOUNT WILL BE IMMEDIATELY SUSPENDED OR CANCELLED WITH ALL LATE FEES AND COLLECTION FEES BEING APPLIED AT THAT TIME.

5. DURING THE TIME PERIOD THAT AN ACCOUNT IS IN MISSION CRITICAL STATUS, THE CARD CONTRACTOR WILL NOT EXECUTE COLLECTION CALLS TO THE ACCOUNT HOLDER OR IMPLEMENT ANY DELINQUENCY ACTION SUCH AS SUSPENSION OR CANCELLATION, BUT WILL ASSESS LATE FEES BEGINNING AT DAY 75. THESE FEES SHALL BE REIMBURSED ONLY FOR THOSE PERSONNEL WHO PROVIDE A STATEMENT EITHER IN THE REMARKS SECTION OF THE TRAVEL VOUCHER OR A SEPARATE STATEMENT, SIGNED BY THE TRAVELER AND THE TRAVELER'S SUPERVISOR, DEMONSTRATING THAT THE TRAVEL EXPENSES TRIGGERING THE LATE FEES WERE INCURRED WHILE THE TRAVELER WAS IN THE MISSION CRITICAL STATUS AND THAT THE TRAVELER WAS UNABLE TO FILE A CLAIM AND PAY THE BILL DUE TO THE SPECIFIC CIRCUMSTANCES OF THE TRAVEL AND THROUGH NO FAULT OF THEIR OWN.

6. THE CARD CONTRACTOR WILL CONTINUE TO SEND BILLING STATEMENTS AND DELINQUENCY LETTERS TO THE ACCOUNT HOLDER TO PRESERVE THE RIGHT TO IMPLEMENT DELINQUENCY ACTIONS SHOULD PAYMENT NOT BE RECEIVED PRIOR TO THE END OF THE MISSION CRITICAL EXEMPTION PERIOD. ONLY DELINQUENCY LETTERS RECEIVED DURING A MISSION CRITICAL STATUS SHOULD BE IGNORED. THE APC SHOULD ADVISE A CARDHOLDER PLACED IN THE MISSION CRITICAL STATUS OF HIS/HER RESPONSIBILITY TO SETTLE THEIR GTCC ACCOUNT BALANCE PRIOR TO THE END OF THE MISSION CRITICAL TIME PERIOD.

7. PLEASE DO NOT HESITATE TO CONTACT OUR OFFICE IF YOU NEED ASSISTANCE WITH THIS PROCESS. YOUR DON EBUSOPSOFF POC IS BARBARA HEPBURN, TEL (717) 605-9384, DSN 430-9384, EMAIL BARBARA_A_HEPBURN_CONT@NAVSUP.NAVY.MIL, OR BEVERLY KUHN, TEL (717) 605-9392, DSN 430-9392, EMAIL BEVERLY_KUHN_CONT@NAVSUP.NAVY.MIL.

8. ADDITIONAL PROGRAM INFORMATION FOR THE DON EBUSOPSOFF CAN BE FOUND AT WWW.DON-EBUSINESS.NAVSUP.NAVY.MIL. WE LOOK FORWARD TO SERVING YOU.//

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